

## New Login ID and Password Requirements

To enhance user security, we are requiring anyone who uses a social security number as their login ID to create a new login ID. *All users* will be prompted to create a new password.



If you are still experiencing difficulties after following the instructions, please contact our Centralized Customer Support Unit toll free at 1-888-DFAS411 or DSN 580-5096, and press # 5 for myPay. The hours of operation are 7 a.m. - 6:30 p.m. Eastern, Monday through Friday.

### Step-by-Step Instructions for creating a new Login ID and Password.

1. Go to the myPay home page (<https://mypay.dfas.mil/mypay.aspx>)
2. **If you use your Social Security Number to log in to myPay**, enter your Social Security Number in the white field on the left-hand side of the page below the words "If you haven't established a Login ID, enter your SSN below" and then click "Go." **If you use a Login ID instead of your SSN**, enter your existing Login ID in the field that says "Please Enter Login ID: (SSN not allowed)" and then click "Go."
3. Using your mouse, enter your existing myPay PIN by clicking the keys on the virtual keyboard. If you make a mistake, you can use the blue "backspace" and "clear" to correct it.
4. Read the System Message explaining the myPay conditions of use and User Agreement, and then click the check box to agree to the terms and conditions. Select "okay."
5. Enter your new login ID in the field beside the words "Establish your login ID." If you choose a login ID that another user has already created, you will be asked to choose another one. New login IDs must meet the following criteria:
  - Six to 129 characters long. (you may use an e-mail address)
  - Cannot be only nine numbers.
  - May contain letters and numbers and may also contain the following special characters:  
@ (at sign), \_ (underscore), - (dash), . (period), ' (apostrophe)
6. Using the virtual keyboard, enter your new password in the field beside the words "Your new password." Your new password must meet the following requirements:
  - Eight to 15 characters long.
  - May not include the last four numbers of your Social Security number.
  - May not match your login ID.
  - May not match any of your previous 10 myPay passwords.
  - Must contain at least one letter and one number.
  - Must contain at least one of following special characters: # (pound), @ (at), \$ (dollar), % (percent), ^ (caret), ! (exclamation point), \* (asterisk), + (plus), = (equal), \_ (underscore).
7. Click the radio button beside the words "Re-enter New Password," and use the virtual keyboard to enter your new password in the next empty field. Click "Accept/Submit."
8. You will see a message confirming that your new login ID and password have been established. Click "to continue, click here."
9. If we have your e-mail address on file, the next screen will ask you to validate your e-mail address (move on to step number 10). If we do not have your e-mail address on file, it will ask you to provide one. Enter your e-mail address in both boxes, and click "Accept/Submit." You will be asked if the e-mail address you entered is correct. If it is correct, select "okay." If not, select "cancel" and enter your e-mail address again.
10. Review the e-mail address(es) listed and select the appropriate radio button in the certification column. Click "submit certification."
11. Review your responses and select "yes" if the information is correct. Select "no" if the information is wrong and return to step number 10.
12. After you have confirmed your e-mail address, you will see a screen noting that your certification has been successfully completed. Click "Main" in the upper right hand corner to go to the main myPay menu. Clicking "Exit" will log you out of the system.

